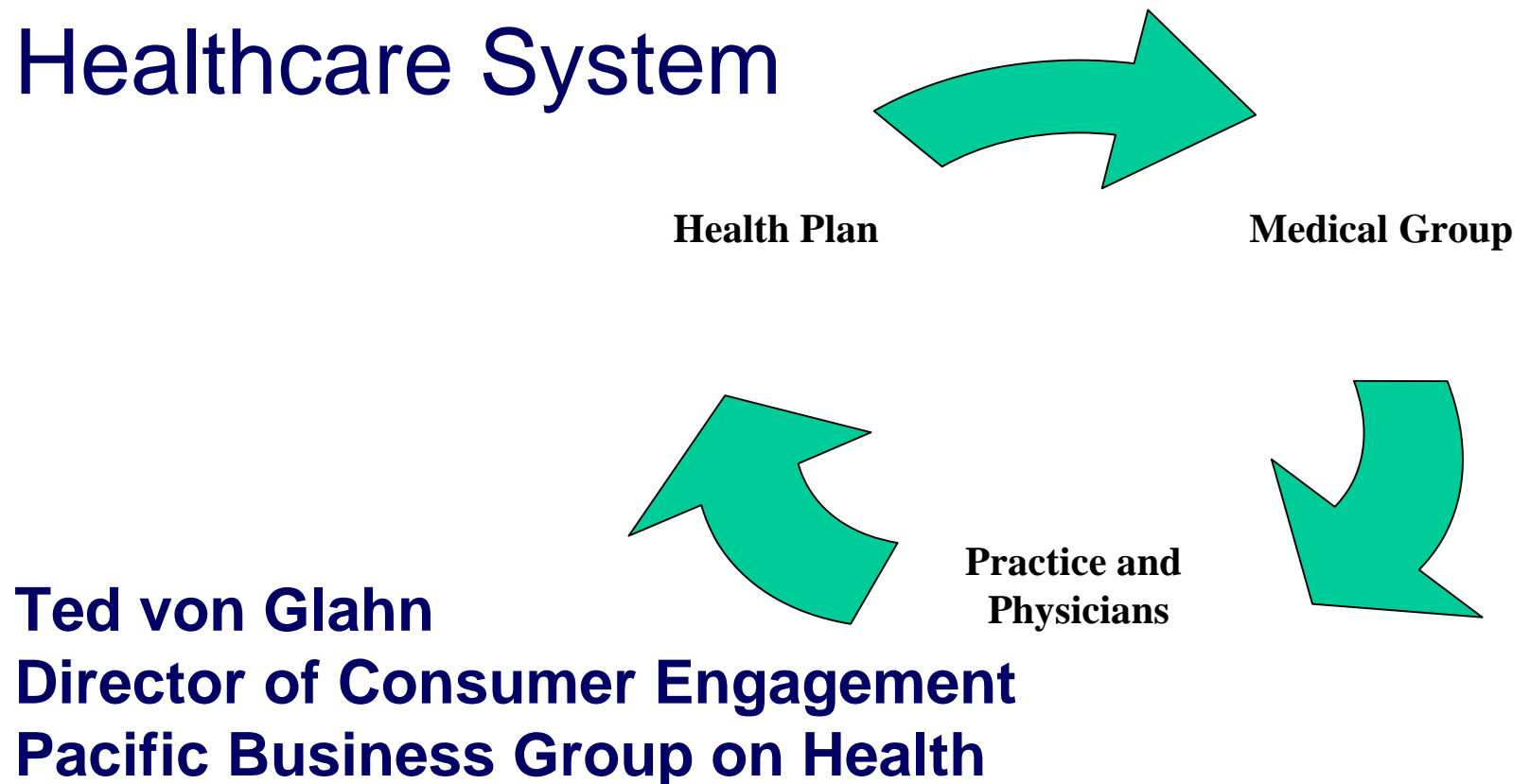


Measuring and Reporting Performance Across the Healthcare System



Reporting Clinical Performance – California HMOs and Medical Groups (2006)

HMOs: 30 Clinical Measures

Asthma Medications (3)
Cancer Screening (3)
Chlamydia Screening (2)
Immunizations (2)
Heart Care (4)
Diabetes Care (6)
Mental Health (5)
Maternity Care (2)
Child Infections (2)
Low Back Pain

Medical Grps: 10 Clinical Measures

Asthma Medications (3)
Cancer Screening (2)
Chlamydia Screening (2)
Immunizations
Heart Care (2)
Diabetes Care (2)
Child Infections

Reporting Patient Experience Performance – California HMOs and Medical Groups

HMO Member Survey

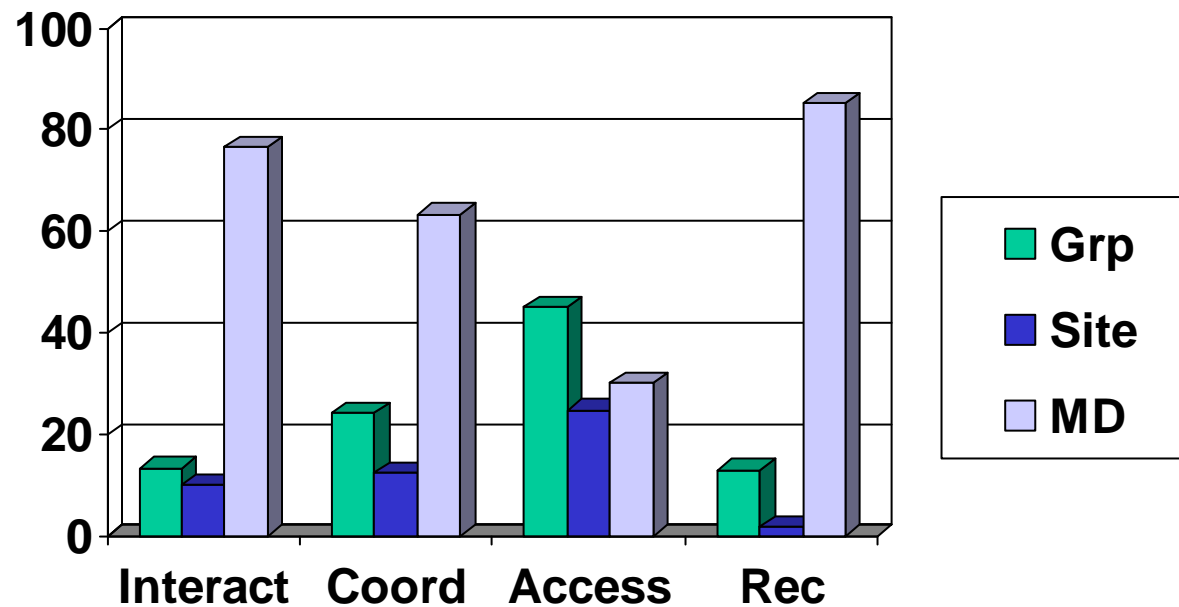
- Customer Service
- Claims Service
- Global Rating of Plan
- Access to Doctor/Care
- Patient-Doctor Communications
- Global Rating of Doctor & Care

Medical Grp Patient Survey

- Access to Doctor/Care
- Health Promotion
- Coordination of Care
- Patient-Doctor Interactions
- Global Rating of Doctor & Care

Influence of Medical Group, Site & MD on Variance in MD Scores from Patient Survey

% of Explainable Variance



Greater Performance Variation w/ Medical Groups

(Source: IHA and HEDIS 2005)

	HMOs	Medical Groups
	Cervical Cancer Screening	Cervical Cancer Screening
~ 90 th Percentile	85%	80%
~ 25 th Percentile	80%	62%

Greater Performance Variation w/ Medical Groups

(Source: IHA and HEDIS 2005)

	HMOs	Medical Groups
	Cholesterol Control (LDL <130)	Cholesterol Control (LDL <130)
~ 90 th Percentile	79%	73%
~ 25 th Percentile	68%	53%

Greater Performance Variation w/ Medical Groups

(Source: PAS Patient Survey; CAHPS Member Survey 2005)

	HMOs	Medical Groups
	Doctor/Care Access	Doctor/Care Access
~ 90 th Percentile	78	67
~ 25 th Percentile	73	56

Chronic Care Health: Dovetail Plan and Medical Group Efforts

Range of CA HMO Performance (2005)

- 56%-77% patients' high blood pressure controlled
- 65%-77% patients getting asthma medications
- 60%-72% patients' cholesterol controlled (diabetes)

Medical Group Patient Survey Results (2006)

- 42% chronically ill patients report providers gave them written list of things to do to manage health condition
- 61% chronically ill patients report providers ask whether hard to do things you need to do each day (home/work)

Using Performance Results to Get Better Health and Spend Wisely

- Learn from best plans nationwide: 85%-95% patients get right care
- Reduce performance variation across groups/providers
- Focus accountability on people/processes that influence health/resource use
 - Health plans influence outreach, service experiences...
 - Groups/practices influence access, coordination of care...
 - Practitioners influence patient follow-through...
- Determine best patient self-care strategies and pursue
- Be accountable – public reporting